

CALNET II RFP DGS-2053 Question and Answer 7
December 17, 2004

The answers contained in Question and Answer Sets are in response to the questions presented by vendors to be addressed at the bidders conference and are not all-inclusive. Additional answers to questions submitted for the bidders conference will be issued as responses are developed.

General Response: These answers have been developed in response to the literal questions posed and the State has not tried to read anything more into the questions. The length of each answer is intended to provide information focused on the specific point of each question without confusing the issue. If you feel a question of a specific RFP point has not been answered thoroughly, please refine your question and resubmit it for response.

Functionality:

- It is not the State's intent to dictate the method of service/feature delivery.
- The complexity and diversity of the responses possible for some questions dictate the need for further detailed clarification and analysis which will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2).

Costing: The pricing model provided in the cost tables in Section 7 is designed as a means to compare the prices of all bidders equally for the functionality required in the RFP. The intent is to solicit pricing for all of the features and functionality required while allowing each bidder an opportunity to apply the pricing for their particular solution to each of the requirements.

Alternative Services: The state, through provisions of Appendix B, Section 67, Availability of Refreshed Technology and Additional Service Items, has demonstrated its interest in having access to alternatives services and new technologies. Following the Contract award, services may be added to the CALNET II contract only if categorized as an enhancement to competitively bid services offered under the Contract. If the state determines the offered service does not qualify as an enhancement, the state will consider alternative competitive procurement options.

Specific Answers:

2. Rules Governing Competition

- 2-1. 2.3.1.5, Confidential Bidder Discussion: What steps will the State and the Evaluation Team take to preserve the confidentiality of each bidder's written submissions and the content of oral discussions?

Answer: State employees who are participants of the CALNET II competitive bid process are required to sign a Confidentiality Statement. In doing so, the employee certifies that he/she will keep all RFP

information in the strictest confidence and that any disclosure by a State employee is a basis for disciplinary action, including dismissal. Furthermore, all proposals will be kept in a secured location under lock and key.

- 2-2. Is there a list of prime contractors whom will be bidding for CALNET II. We are a minority woman owned company looking for teaming opportunity. Please advise.

Answer: We cannot disclose the official bidders for CALNET II, as this information is held in the strictest confidence throughout the formal procurement process. However, we have published a list of conference attendees and their contact information on the CALNET II home site. We also suggest that you attach a bidder advertisement of your services to the CALNET II advertisement on the California State Contracts Register. The address is: <http://www.cscr.dgs.ca.gov/cscr/>

6. Business and Technical Requirements

- 6-1. Section 6: In Section 6, the Mandatory-Optional requirements are almost impossible to administer. For example, the vendor must provide the feature but the State may choose not to buy it. Must each of these features be provided and meet the definitions the State uses? If not, will the proposal be rejected? It appears that these services must be provided at any location in the State. This means that a contractor, who might use some of its competitors' facilities, would have to meet these feature definitions. Is use of another communications architecture grounds for rejection of a proposal?

Answer: a. & b. Yes, refer to Section 6, Business and Technical Requirements Mandatory, Mandatory Optional, Desirable definitions. c. It is not the State's intent to dictate the method of service/feature delivery. However, proposals must meet the State's minimal functional requirements and Service Level Agreement requirements in order to be deemed responsive.

- 6-2. Section 6: Where should the unsolicited products/services be added? These are products/services that do not fit into "additional features" of a state defined service category.

Answer: The RFP includes space for any unsolicited products/services at the bottom of each table under the title "Additional unsolicited features offered by the bidder". Products/services that are outside the specified product sets described in the RFP may be proposed as additional unsolicited items in the bidders response to Section 6.8 - Alternate Technologies.

- 6-3. 6.3.2 Intra-Lata Calling: If Intra-LATA Calling is a "Mandatory-Optional" requirement, why is CPUC Local certification required in 6.2.1.1?

Answer: "Mandatory-Optional", as defined on page 1 of the Section 6 of the RFP indicates that the Bidder must offer the service and the State will

have the option to use the service. The services offered must meet all CPUC requirements.

- 6-4. 6.3.3: What is the required digit length of the account code and does it vary from agency to agency?

Answer: The account code is assigned by the Contractor with a minimum of 2 digits and a maximum of 8 digits. Each Agency should be assigned their own unique account code.

- 6-5. 6.41.1: Speech quality—does this mean 100% of the lines? If so, this requirement would preclude the use of speech compression.

Answer: It is not the intent of the State to preclude speech compression. It is the State's intent to identify line side voice quality requirements that apply to the existing services, and to better understand the benefits of proposed service alternatives related to the enhancement of the line side voice services. Please clarify how this requirement limits or restricts a contractor's ability to meet voice quality objectives under the stated minimum requirements.

- 6-6. 6.4.5 Call Center Services: What, specifically, is CCM? The acronym is used in the main body of the requirement and then later listed in table 6.4.5.a as Call Center Manager feature package applied to ACD.

Answer: CCM is a CALNET 1 – Central Office based Automatic Call Distributor (ACD), call center and feature package available to agencies. The referenced table (6.4.5a) will be corrected in a future addendum.

- 6-7. 6.4.10 Consolidated Services: Does the VoIP service need to be part of the automated provisioning system as described in 6.11.4?

Answer: Yes. Proposals must provide for the same or equivalent provisioning system capabilities and requirements.

- 6-8. 6.5.2 Security: Since this is a "Mandatory" requirement for the contractor's voice operations, why is DGS/TD asking for a security proposal with "Managed" services in the first three bullets?

Answer: The State reserves the right to identify managed security services as part of managed services offerings under CALNET II. The service will be available to both State and Non-State agencies.

- 6-9. 6.5.2 Security: Is this requirement supposed to show that the contractor has a secure voice operations environment or is DGS/TD asking for a full suite of security services at no cost?

Answer: Yes, the Contractor is to provide a secure voice operations environment at no cost to agency through the consulting phase (determination of the agency's security needs and proposed solution/negotiations with the contractor). Refer to the managed project section 6.13.3.

- 6-10. 6.5.2 Security: Why would it be necessary for the contractor to support all current and all future US encryption standards, instead of just one effective one?

Answer: The State cannot assume that one effective encryption standard will meet the business needs of all agencies using CALNET II services.

- 6-11. 6.5.2/6.7.2 Security: Reference: "The State expects stringent security standards, based upon the transmission of confidential or sensitive data." What is the classification level of the CALNET II solution, "Unclassified" or Sensitive But Unclassified (SBU)?

Answer: The CALNET II solution will be classified as Sensitive But Unclassified.

- 6-12. 6.5.2/6.7.2 Security: Reference: "The State expects stringent security standards, based upon the transmission of confidential or sensitive data." Will the CALNET II solution be evaluated by a formal Certification and Accreditation (C&A) process for authorize processing? Are there specific security deliverables required for the State's C&A / IATO process?

Answer: a. No, the DGS RFP Team will evaluate all proposals. b. Further detailed clarification and analysis will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2).

- 6-13. 6.5.2/6.7.2 Security: Reference "The Contractor shall provide DGS a written copy of their network security plan." Does DGS/TD have a System Security Plan (SSP) template or a recommended format for the SSP deliverable i.e. NIST Special Publication 800-18, "Guide for Developing Security Plans for Information Technology Systems"?

Answer: The format of the network security plan will be at the option of the Bidder and feedback will be provided during the confidential discussions.

- 6-14. 6.5.2/6.7.2 Security: Reference: "The Contractor's security plan will be evaluated ... matches the current state-of-the-art security standards." Will DGS/TD provide clarification on the evaluation criteria to match current "state-of-the art" security standards? Are these standards based on best commercial practices, Common Criteria, Federal Information Processing Standards, NSA or DOD security standards?

Answer: a. Further detailed clarification and analysis will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2). b. Security standards shall be based on the security practices as determined by each customer.

- 6-15. 6.6.2.1 Analog Service: There are many analog services in CALNET I that are in use today by State and local agencies. Will CALNET II only include data services and exclude other service types like alarm and OPX services?

Answer: These services can be proposed in the unsolicited services/features section.

- 6-16. 6.6.2.1.a: “Channel Termination Data Transport Service – 4 wire (M-O)” Can DGS explain this requirement?

Answer: Channel Termination Data Transport Service is the end termination of a 4-wire analog circuit.

- 6-17. 6.6.2.1.a: “Fixed Mileage Data Transport Service (M-O)” Can DGS explain this requirement?

Answer: Fixed Mileage Data Transport Service is the mileage between wire centers.

- 6-18. 6.6.2.1.a: “Data Bridging (M-O)” Can DGS explain this requirement?

Answer: Data Bridging allows multiple analog circuits/locations to be connected or bridged.

- 6-19. 6.6.2.4 Carrier DS3 Service: Table 6.6.2.4b - are these desirable options used today? If so, on both IntraLATA & InterLATA point-to-point DS-3 services?

Answer: Yes. Central Office Multiplexing would apply to InterLATA and Interstate connections.

- 6-20. 6.6.3 Synchronous Optical Network (SONET): In the State’s environment, are the SONET access arrangements typically procured directly from the regulated ILEC as Customer Provided Access (CPA) under a CPUC tariff? Or are the SONET access arrangements typically procured through the voice/data/private line service provider or IXC as a leased facility? Or both?

Answer: SONET services are procured through the current CALNET contract through a single prime contractor.

- 6-21. 6.6.7.2 Asynchronous Transfer Mode Data Services: In re page 89, is DGS/TD requiring that the vendor provide NNI for ATM's to other carriers?

Answer: The complexity and diversity of the responses possible for this question dictate further detailed clarification and analysis which will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2).

- 6-22. 6.7.2, Security: This appears to be a “cut & paste” of requirement 6.5.2 for voice operations. Do these security requirements in this section pertain to the service provider networks or to State networks?

Answer: These security standards pertain to any network over which the State’s traffic will traverse.

- 6-23. 6.7.2, Security: According to the California IT Strategic plan (that DGS referenced in Section 1) Goal 3 is to ensure state systems are secure and privacy is protected. Since the assessments laid out in the objectives have not happened yet, why is it that DGS is seeking a comprehensive security

proposal in this section instead of just asking for service provider capabilities in each of the bulleted items?

Answer: For the purposes of this proposal, the State is requesting each service provider identify their capabilities in each of the bulleted items in the form of a comprehensive security proposal.

- 6-24. 6.7.2, Security: DGS has laid out no requirements for IP-based voice or data services, yet most of the bulleted items involve IP-based communications. Please clarify if DGS is seeking how the service provider secures its own network or is the intent for the bidder to explain a suite of services that can be offered to State customers.

Answer: This requirement applies to how the service provider secures its network and any of the tools or management systems that may access that network. It is not intended to be a service offering.

- 6-25. 6.7.2, Security: Please define "state-of-the-art" security standards. What standards are the RFP requesting?

Answer: The most current published security standard approved by the issuing standards body that applies to the particular technology proposed.

- 6-26. 6.7.2, Security: Over what period of time and with what granularity are the health monitoring, security and network audits to be performed?

Answer: The complexity and diversity of the responses possible for this question dictate further detailed clarification and analysis which will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2).

- 6-27. 6.7.2, Security: What are the specific metrics these audits should collect, and in what presentation method are they required to be presented?

Answer: The complexity and diversity of the responses possible for this question dictate further detailed clarification and analysis which will occur during the conceptual and detailed technical proposal confidential discussions (RFP Section 2.3.2).

- 6-28. 6.7.2, Security: Is it correct to assume that security requirements apply only to scope of services provided by the contractor and not by the end user? i.e., CPE.

Answer: Yes, CPE will be the responsibility of the end user except for fully managed services where the provider is held responsible.

- 6-29. 6.7.2, Security: The State is requiring many security features related to Internet access services or managed email services (e.g., SPAM Filtering, Web Content Services, Anti-Virus). Is the State including Internet access services and/or managed email services in the CALNET II procurement? Will the new contractor be responsible for providing these security services for Internet access services and email services provided by other contractors?

Answer: a. No, Internet access services and managed e-mail services have been excluded from this solicitation. b. No, the CALNET II Contractor will not be responsible for security services for the products provided by other contractors.

- 6-30. 6.8, Alternate Technologies: In re alternative technologies page 109. Is it DGS/TD's intent to help the industry resolve regulatory issues or define technology requirements?

Answer: It is DGS/TD's intent to define technology requirements with this RFP.

- 6-31. 6.8.1, Technical Requirements: How often does the State desire to receive reports and by what method – electronically, hard copy?

Answer: The reporting requirements are provided in Section 6.17.

- 6-32. 6.8.2 Multi Protocol Label Switching (MPLS) Services: Why is this requirement rolled into an RFP that has mandatory ILEC services in a sole-source contract? Shouldn't this be bid separately from regulated voice services, since the State claims it's not ready for convergence solutions?

Answer: See "General Response" in Question and Answer Set #2 posted November 24th, 2004.

- 6-33. 6.8.3, Managed IP Based Video Conferencing Services: Will these IP video conferencing sessions be transmitted over the public Internet, or only through the State's private network?

Answer: It is not the State's intent to dictate the method of service/feature delivery.

- 6-34. 6.9.3 DGS Outside Plant Copper Facilities: How does this mandatory requirement foster ongoing competition for the mainstream communications and traffic volumes listed in Table A of the RFI that was referenced earlier?

Answer: The use of the outside plant facilities is not mandatory. It is mandatory for bidders to notify the State of its intent. Additionally, the State must protect its investments and certain mandatory requirements are associated with the maintenance of the copper plant.

- 6-35. 6.9.3 DGS Outside Plant Copper Facilities: Why doesn't the State sell off these assets?

Answer: See "General Response" in Question and Answer Set #2 posted November 24th, 2004.

- 6-36. 6.10, Required Customer Premise Equipment: Is the contractor expected to provide data equipment such as LAN switches and routers? If so, is proactive management of this equipment required?

Answer: No, the Contractor will only be responsible to provide data equipment when it is required as part of the Contractor's solution for transition of current services. See Sections 6.10 and 6.10.1.

- 6-37. 6.10, Required Customer Premise Equipment: Is DGS interested in CDMA wireless telephone services for voice and or data, or is this need to be addressed in a follow on RFP?

Answer: Wireless services will be addressed in a separate RFP.

- 6-38. 6.10, Required Customer Premise Equipment: Is DGS interested in wireless mobility solutions or will these needs be addressed in a subsequent RFP?

Answer: Wireless services will be addressed in a separate RFP.

- 6-39. 6.10, Required Customer Premise Equipment: the requirement is unclear. Can the State detail what CPE specifically cannot be provided, due to conflicts with CMAS?

Answer: There are no conflicts with CMAS, it is a matter of limiting the CALNET II contract to the CPE required to provide the services included there. Specifically, the CPE authorized to be furnished under the CALNET II Contract includes any equipment that will be required to provide a seamless transition to a new platform (which is to be provided at no cost to the Customer) and proprietary equipment that is pre-approved by DGS/TD for the Contract that will be necessary for new installations during the term of the Contract.

- 6-40. 6.10.1 Compatibility: Complete backward compatibility to support existing CALNET I premise based equipment including proprietary sets poses a significant technical and financial risk to all parties except the incumbent. How much technical information and flexibility will DSG/TD allow a new organization to minimize that risk?

Answer: The State will provide as much information as is currently available once we receive the Bidder's Pre-qualification Documentation in accordance with the Key Action Dates in Section 1.5. If the bidder requires additional information than that which is initially provided, then the bidder must specifically identify the information required and the State will attempt to obtain this information from the incumbent contractor.

- 6-41. 6.10.1, Page 128 compatibility: Is DGS/TD requiring the vendor, at its own expense, to accommodate proprietary equipment or replace it at no additional cost? What is this equipment? Where in the RFP is the equipment identified? Does this requirement also apply to Nortel P-phones? Will DGS/TD identify all locations, quantities, and agencies with Nortel's P-Sets?

Answer: a. Yes. b & c. The equipment that may have to be replaced or supported will be a function of the solution provided by the successful bidder. d. This requirement applies to all proprietary telephone sets. e. There are approximately 45,000 EBS lines on CALNET I, but this quantity is subject to change. The types of proprietary telephone sets are listed in the CALNET I Contract Rider B, however customers may be using proprietary equipment that was installed prior to the CALNET I

Contract for which no inventory information exists. (See response to question 6-40 above.)

- 6-42. 6.11 End User Support: Will DSG/TD accept the costs related to meet all support requirements stated in paragraph 6.11?

Answer: Section 6.11 is designated “(M)” or mandatory, and as described on page 1 of Section 6, Mandatory requirements shall be provided at no cost. However, based on the reference provided, it is unclear whether the question is limited to paragraph 6.11 or intended to comprise all End User Support requirements. Please refine the question and resubmit.

- 6-43. 6.11.3 Design: The paragraph states that the contractor shall provide requirements “at no charge to the state”. These requirements favor the incumbent as many, if not all items listed are in place and satisfied in the CALNET I MA.

Answer: See “General Response” in Question and Answer Set #2 posted November 24th, 2004.

- 6-44. 6.11.4, Provisioning and Implementation: Much of the language in this section appears to be project oriented rather than service order specific. For example, the language states that site inspections will be performed prior to implementation of service, site plans be prepared, acceptance plans and floor plans be prepared. Is this mandatory for every order or as required?

Answer: Selection and provisioning of services to meet business requirements may vary from simple to complex. The contractor is expected to provide necessary service planning and provisioning commensurate with selected service.

- 6-45. 6.11.6 General Training Requirements: It is difficult to factor this extensive training requirement into the contract service rates, which could potentially place a competing organization at financial risk if usage does not meet the level to recover training costs. Again, the incumbent has the advantage as he would not be required to perform any training since he will retain existing services. How does DGS/TD plan to address this disparity?

Answer: The state has identified many additional training requirements that are not contained in the existing contract. The state is unable to anticipate what impact these requirements will have on bidder proposals.

- 6-46. 6.11.6.3, Classroom/Seminar Education and Training: Will the State establish minimum attendance requirements for these classes?

Answer: The requirements for training will be accomplished within provisions of Section 6.11.6.5, Training Plan, bullets four, five and six that provide for joint coordination with contractor. Determination of class sizes may be incorporated into this coordination process.

- 6-47. 6.13.2, Site Work: Is the "'Scope of Work' that identifies the agreement between the Contractor and customer for scheduled site work activities"

required for all complex orders? What detail is required? What does the State mean by "estimated cost of each task"?

Answer: a. As identified in 6.13.2, Site Work, service requests identified as complex will require a scope of work; b. details are defined in 6.13.2; c. the state expects the contractor to provide to the customer, to extent possible, the estimated costs associated with provisioning of services.

- 6-48. 6.13.3, Contracted Service Project Work: Is the "final scope of work with a detailed project list" required for all projects? Can you provide an example of the type of detailed required?

Answer: In accordance with Section 6.1.3.2 a statement of work is required of all projects classified as complex. Section 6.1.3.2 provides a representation of what should be included in the scope of work. Section 6.13.3, Contracted Service Project Work, provides provisions for contractor and customer coordination of scope of work details.

9. **Proposal Evaluation**

- 9-1. 9.5.2. How will the State determine if a material deviation of a "Mandatory" or "Mandatory-Optional" is significant enough to cause rejection of the Bidder's entire proposal. If the bidder meets most, but not all of the elements of a minimum requirement, or has geographic, technology platform, or other limitations to some "Mandatory-Optional" services, will the bidders entire proposal be rejected?

Answer: Determining the degree of materiality of a deviation will be handled on a case-by-case basis. The State will consider all factors of the issue including the specific RFP requirement and the degree to which a response deviates from that requirement and the anticipated impact on the customers. Final decisions on any deviation will be consistent with RFP section 2.1.1.d.